



Everwarm

Part of the Lakehouse Group



Air Source Heat Pumps

Air Source Heat Pumps absorb heat from the outside air. This heat can then be used to heat radiators and hot water in your home.

Heat pumps harvest what's known as 'low grade' heat from the ambient environment, and convert it into useful 'high grade' heat for use in your home. When correctly sized, a heat pump should cover all your home's heating and hot water requirements.



How it works

The process used by a heat pump is similar to that of any domestic refrigerator, using a vapour compression cycle. The basic components of a heat pump are the compressor, the expansion valve and two heat exchangers (an evaporator and a condenser).

It's essential that your home is well insulated and draught proofed before the pump is installed. Installation is straightforward, requiring just water and electric connections. Noise levels in new heat pumps are minimal. What's more, they're perfectly designed to match UK temperatures - so they operate at optimum performance throughout the year.

Heating Controls

The right Heating Controls will let you keep your home at a comfortable temperature without wasting fuel or heat - so you'll reduce your carbon dioxide emissions and spend less on heating bills.

As your home will be heated by a system of water-filled pipes and radiators running from a heat pump (a 'wet' central heating system,) your full set of controls should ideally include a boiler thermostat, a timer or programmer, a room thermostat and thermostatic radiator valves (TRV's).

Room thermostats prevent your home getting warmer than it needs to be: they will turn the heating on until the room reaches the temperature you have set, and then off until the temperature drops. Room thermostats need a free flow of air to sense the temperature, so they must not be blocked by curtains or furniture,

How it works

Thermostatic Radiator Valves (TRV's) do not control the air source heat pump they just reduce the flow of water through the radiator they are fitted to when the temperature goes above a certain setting. Set them to the level you want for the room: a lower setting uses less energy and so will save you money.

Zone control helps save money by not overheating parts of your home that are unoccupied or need lower temperatures – bedrooms or rooms with lots of glazing, for example.



How to use your heating efficiently

Find the lowest temperature setting for both hot water and radiators to suit your living conditions.

Set the programmer to automatic timed periods to suit your lifestyle rather than switching the boiler on and off when you want heat.

Set the room thermostats only high enough for comfort.



Set the radiator thermostatic valves (TRV's) individually for each room.



Meet the Council Team

Members of the Council Team shown below:



Andy Murray
Asset
Manager



Arthur Stamp
Planning
Investment
Team Leader



Peter Ward
Contract
Supervisor



Sarah Richardson
Resident
Liaison
Officer

Meet the Everwarm Team

We are here to help, meet the Everwarm services team



Craig Hamilton
Services
Manager



Scott Malaney
Contracts
Manager



Shane Cowan
Services
Admin
Manager



Jonathan Mollins
Services
Administrator

Work Detail

There are 4 steps to getting your Air Source Heat Pump installed:

1.

Appointment Letter

This letter will give the date and time when we visit your home for the pre-inspection survey. The survey will take approximately one hour. From this visit our team will review your current heating system and allow us to survey the works required. If this date/time is not suitable please call to rearrange the visit.

2.

Property Survey at your home (attended by Qualified Surveyor)

The purpose of this visit is to gather information on the heating system already in your property and complete an Energy Performance Certificate. The surveyor will log technical information and advise what preparation is required by you. New heat pump location will be agreed and location of radiators. You may be required to clear areas of your home to allow our operatives to install the new system. You will be provided with details of your Contract Supervisor who will assist you before, during and after the Air Source Heat Pump Installation. We will arrange your house visit at a time suitable for you and the dates can be recorded in the appointment schedule at the end of the brochure. Once the survey has been carried out, we will agree a suitable date to carry out the work and will confirm this with you in writing.

3.

Installation Day - Work commencement / completion

The main works will be completed within two days (some finishing work may go into a third day where necessary). During the installation process we will:

- Remove and dispose of your existing heating system and any associated equipment which is not required once the new boiler is fitted.
- Fit a new energy efficient Air Source Heat Pump and cylinder to supply heating and constant hot water.
- Fit a new time and temperature controller in the hall or lounge.
- Replace pipe work and radiators
- Commission the new Air Source Heat Pump and check all radiators are operational
- Where radiators are not currently fitted with thermostatic control (TRV's) these will be fitted to help control individual room temperatures.

The team will include our Heating Engineers, Apprentice Heating Engineer, Electrician and Joiner / Builder. The site supervisor will keep you informed if further trades are required and if so informed of a day when they will attend.

4.

Contract Supervisor Quality Visit

We aim to provide an excellent service and are always keen to hear feedback as to how we can improve. This visit enables you to do that, as well as allowing the qualified clerk of works to do a final check to ensure the installation meets our high quality standards.

Disturbance

The works may involve the lifting of floor boards and therefore lifting of floor coverings. Carpets and loose floor coverings will be reinstated as best they can. Laminate flooring will be tenants responsibility to be lifted prior to the works taking place. The contractor or the Council will NOT be responsible for any damage to flooring or decoration.

Useful Contacts

Below is a list of useful contacts at Everwarm if you have any queries and need to get in contact with us:

Head Office: **0800 19 777 55**

Scott Malaney, Contracts Manager: **01506 638 600 Ext 663**

Services Email: **services@everwarmingroup.com**

Date	Time	Who Will Attend

Notes



Everwarm

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